

**RESOLUTION NO. 2013-65**

RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA, TO EXTEND SERVICES WITH THE PRIOR COMPETITIVELY BID AWARD THREE ADDITIONAL YEARS WITH A NO COST INCREASE AND AUTHORIZING THE MAYOR AND CITY CLERK, ON BEHALF OF THE CITY, TO ENTER INTO A PROFESSIONAL SERVICES AGREEMENT WITH UNITED HEALTHCARE, INC., WHICH PROCESSES GROUP HEALTH CLAIMS FOR THE CITY, FOR A TERM OF THREE ADDITIONAL YEARS FOR CALENDAR YEARS 2014, 2015, AND 2016 FOR A FIXED MONTHLY RATE OF \$32.77 FOR EACH EMPLOYEE/RETIRED EMPLOYEE, FOR AN AMOUNT NOT TO EXCEED \$800,000.00 EACH YEAR, INCLUSIVE OF THE SHARED SAVINGS FEE, IN A FORM ACCEPTABLE TO THE CITY ATTORNEY.

**WHEREAS**, pursuant to Hialeah, Fla., Resolution 08-153 (Oct. 28, 2008), the City of Hialeah entered into a three-year agreement with United Healthcare, Inc. and United Healthcare, Inc. has satisfactorily performed thereunder; and

**WHEREAS**, pursuant to Hialeah, Fla., Resolution 11-39 (May 5, 2011), the City of Hialeah renewed its professional services agreement with United Healthcare, Inc. for a term of two additional years for calendar years 2012 and 2013, with a rate reduction from \$35.19 per employee/retiree per month to \$32.77 per employee/per month, and United Healthcare, Inc. has satisfactorily performed thereunder; and

**WHEREAS**, the City of Hialeah finds that it is in its best interest to renew its professional services agreement with United Healthcare, Inc., which processes group health claims for the City, for a term of three additional years for calendar years 2014, 2015, and 2016, with a no cost increase rate of \$32.77 per employee/retired employee per month; and

**WHEREAS**, it is advantageous to the City to extend the prior competitively bid award with the rate reduction since services will continue and the cost savings with United Healthcare over the last three years have been significant.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND THE CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA, THAT:

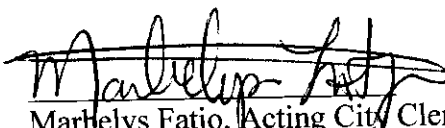
**Section 1:** The Mayor and the City Council of the City of Hialeah, Florida hereby authorize the extension of the professional services agreement with United Healthcare, Inc., which processes group health claims for the City, for a term of three additional years for calendar years 2014, 2015, and 2016 for a fixed monthly rate of \$32.77 for each employee/ retired employee which represents an estimated amount of \$800,000.00 each year, based on 1,400 employees/ retired employees, in a form acceptable to the City Attorney.

PASSED AND ADOPTED this 13 day of August, 2013.

  
Isis Garcia-Martinez  
Council President

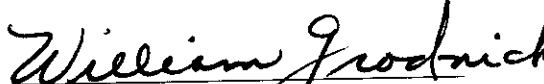
Attest:

Approved on this 16 day of August, 2013.

  
Marbelys Fatjo, Acting City Clerk

  
Mayor Carlos Hernandez

Approved as to form and legal sufficiency:

  
William M. Grodnick, City Attorney

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Resolution was adopted by a 6-0-1 vote with Councilmembers, Caragol, Cue-Fuente, Garcia-Martinez, Gonzalez, Hernandez and Lozano voting "Yes", Councilmember Casals-Munoz absent.

**Carlos Hernandez**

Mayor

**Isis Garcia-Martinez**

Council President

**Luis Gonzalez**

Council Vice President



Council Members

**Jose F. Caragol**

**Vivian Casals-Muñoz**

**Katharine E. Cue-Fuente**

**Paul B. Hernandez**

**Lourdes Lozano**

# City of Hialeah

July 29, 2013

Mayor Carlos Hernandez and  
Members of the Hialeah City Council  
501 Palm Avenue  
Hialeah, Florida 33010

**RE: Renewal of Professional Services Agreement with United Healthcare, Inc.**

Dear Mayor Hernandez and  
members of the Hialeah City Council:

In 2008, Risk Management advertised Request for Proposal (RFP No. 2008/09-0240-36-001) regarding group health claim administrative services and received 12 responses from various proposers. The highest ranked proposer was United Healthcare, Inc. which was awarded the bid for calendar years 2009, 2010, and 2011. The rate was \$35.19 per employee/retired employee per month for 2009, 2010, and 2011. The City renewed its professional service agreement with United Healthcare, Inc. for a term of two additional years for calendar years 2012 and 2013 with a 7% rate reduction from \$35.19 to \$32.77 per employee/retired employee per month.

Presently, United Healthcare, Inc. has provided a contract renewal proposal to the City with a no cost increase for the next three calendar years: 2014, 2015 and 2016. United Healthcare has also agreed to include the KAPHS 2.0 clinical program at no additional cost. The basic benefits of implementing this program include insight into the opportunities that deliver great health value and lower costs, cost savings as employees are empowered to access the right care from the right provider, additional assistance dedicated to case management both in-patient and out-patient, additional data sources for the predictive model, additional reporting of predictive model hits, and more proactive review of utilization (see attached).

It is advantageous to renew the City's agreement with United Healthcare, Inc. since the current services will continue, and there has been a significant cost savings to the City since United Healthcare began providing services in January 2009. United Healthcare provides a large discount rate with network providers along with performance guarantees. The company's size, experience, administrative case management and customer service, including its website and rating system of physicians, are excellent. The company is also at the forefront in implementing

health care reform legislation. United Healthcare, Inc. processes total claims in the amount of \$10,000,000-\$16,000,000 each year.

The City is requesting \$800,000.00 annually, inclusive of the shared savings fee, to pay for the services provided by United Healthcare, Inc., for years 2014, 2015, and 2016. The City does not expect that the total amount of \$800,000.00 will be needed, but the City has provided a conservative estimate in order to assure that there are sufficient funds and approval to pay for any increases in membership. The request is funded in account #001.8500.519.452. Moreover, it is charged to internal service fund account #520.8500.519.230 for tracking purposes.

Respectfully submitted,

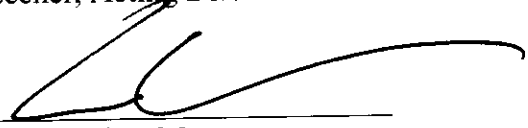


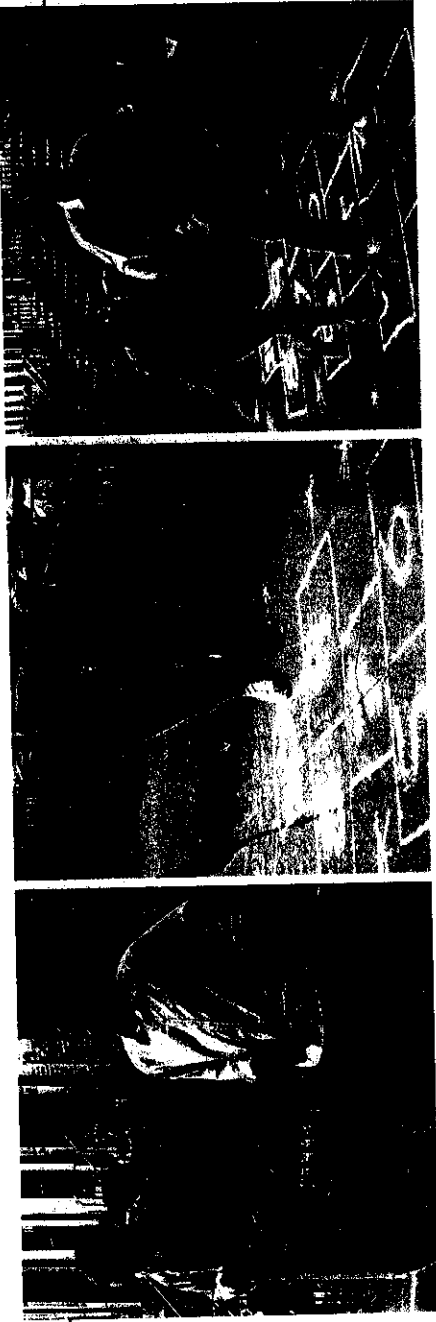
Robert Lloyd-Still  
Risk Manager

APPROVED/DISAPPROVED  
DATE \_\_\_\_\_

APPROVED/DISAPPROVED  
DATE \_\_\_\_\_

 8/7/13  
Ines Beecher, Acting Director O.M.B.

  
Carlos Hernandez, Mayor



## Personal Health Support 2.0

Better information. Better decisions. Better health.



## Personal Health Support 2.0

OFFERING IMPROVED MEMBER ENGAGEMENT AND SUPPORT

Designated Nurse Team

Treatment Decision Support

Case management for 50+ conditions

Health & Wellness tab on myuhc.com®

HealthNotes

HealthNote Reminders

Healthy Pregnancy Program

Transplant Resource Services

Congenital Heart Disease (CHD)  
Resource Services



**THIS**  
MATTERS

Personal Health Support 2.0 is integrated with other UnitedHealthcare programs.



## Personal Health Support 2.0 Summary

### Comprehensive Case Management

- Case management for 50+ conditions
- Transplant Resource Services program
- Congenital Heart Disease (CHD) Resource Services program
- Healthy Pregnancy Program
- Health care analytics and performance review
- Optional disease management programs available

### Designated Nurse Team

- One nurse assigned to your health benefit plan members
- A "nurse in the family" model used to assign the same nurse to a member and their entire family
- Nurse and clinical manager understanding of clinical, condition and Rx utilization needs of your population
- Nurse and clinical manager assessment of your population's health awareness/educational needs

### Member Engagement

- HealtheNotes – mail-based and online health messages for members and providers related to gaps in care indicated by evidence-based medicine
- HealtheNote Reminders – mail-based outreach on preventive care reminders
- Health & Wellness tab on myuhc.com
- Optional health incentive programs available



## The potential of better health decisions

PHS 2.0 SCREENS ALL MEMBERS TO IDENTIFY POTENTIAL GAPS IN CARE TO DELIVER SAVINGS



### Staying healthy

Wellness tools/ discounts/ resources  
Health & Wellness tab on myuhc.com<sup>®</sup>  
24 hour access to NurseLine<sup>SM</sup>  
HealthNotes and HealthNote Reminders

### Getting healthy

Utilization Management  
Healthy Pregnancy Program  
Easy-to-access network resources  
UnitedHealth Premium<sup>®</sup> program

### Living with a health condition

Treatment Decision Support  
Client-specific health resources  
Nurse-in-the-Family model

Centers of Excellence networks  
Nurse-in-the-Family model  
Integrated Condition Management  
(50+ diseases)  
High-risk/specialty case management

Source: UnitedHealthcare and OptumHealth claims data analysis, 2010-2011. 80% or more of our clients experienced savings in this range. Factors driving variation include, but are not limited to: illness burden in client population, turnover in population; pharmacy claims integration, case and contract size. All figures in the presentation are based on historical experience and are not guarantees of future performance. Actual results will vary.





## HealthNotes program

WE PROACTIVELY MONITOR FOR POTENTIAL GAPS IN CARE FOR 100% OF OUR MEMBERS

# 8-12%

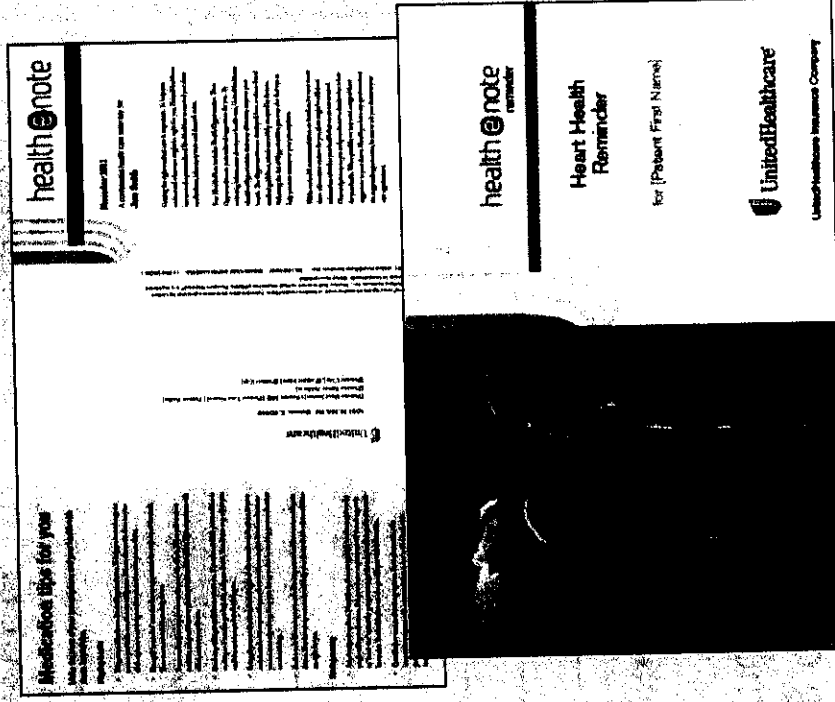
of members and their physicians  
receive a personalized  
HealthNote

# 49%

of identified disease monitoring gaps  
were closed

When the physician was also engaged,  
gap closure increased to

# 64%

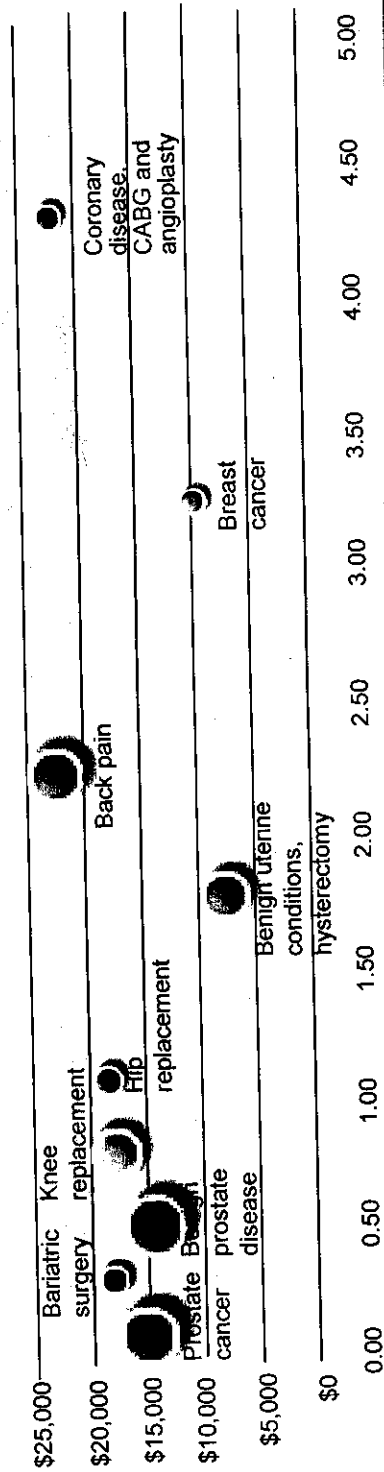


Source: UnitedHealthcare HealthNotes gap-closure analysis as compared to a control group. Updated April 2011. Note that HealthNotes is not measured as an individual product, and reach is defined at the solution level for the client. Actual savings depend upon the illness burden, program adoption and any customization a client has purchased. All figures in the presentation are based on historical experience and are not guarantees of future performance. Actual results will vary.

## Personal Health Support 2.0 also includes Treatment Decision Support

TDS empowers employees by focusing on specific conditions and driving treatments for maximum cost impact

Treatment Variation for Targeted Condition (Bubble Size) Distributed by Prevalence and Cost Per Episode



Prevalence (Episodes per 1000)

### Musculoskeletal

- Back pain
- Knee and hip replacement

### Men's health

- Benign prostate disease
- Prostate cancer

### Women's health

- Breast cancer
- Benign uterine conditions, hysterectomy

### Heart disease

- Coronary disease, CABG and angioplasty
- Obesity
- Bariatric surgery

# Treatment Decision Support - Identification & Enrollment



**Identification Sources**

- Notification
- Health Assessments
- Predictive model
- Provider data
- Referrals from other health programs

*Consumer identification*  
for outreach before treatment  
decision is made

**TDS Specially Trained RN's**

- Condition education
- Treatment alternatives
- Provider quality and efficiency data
- Support in resolving benefit, claims issues
- Assistance with claims appeals process
- Admission counseling
- Program referrals (e.g. Behavioral Health, EAP)
- Fulfillment and follow-up

**Outbound approach**

Interaction via phone, print and web

**Inbound Approach**

**Consumer**

**Program Awareness**

**Targeted Promotions**